

AMENDMENTS TO THE CLAIMS

The following listing of claims replaces all previous versions and listings of claims:

Claims 1-29 (canceled).

30. A system for managing computer system performance, comprising:

- a workstation including existing installed components, the installed components including at least one of software, hardware device, system upgrade, and a peripheral device;

- a consolidated monitoring tool executing on the workstation; and

- a link to a communications network;

wherein upon installing a new component or acquiring a new service for the workstation, the consolidated monitoring tool performs:

- querying the workstation for an inventory of the existing installed components;

- acquiring vendor contact information for the new component;

- building a database of information acquired in response to the querying, the database of information including product information relating to the existing installed components, the product information including a product name, current release level, current maintenance level, and a web site address for each vendor system associated with the existing installed components;

- connecting to a web site for a vendor system associated with the new component via the link;

- retrieving product information relating to the new component from the web site;

- verifying requirements and compatibility of the new component against the existing installed components based upon results of the retrieving and the product information relating to the existing installed components; and

- determining an optimum configuration for the workstation based upon the verifying, and configuring the workstation in accordance with the optimum configuration.

31. The system of claim 30, wherein the peripheral device includes at least one of a printer, a scanner, a facsimile, and a data storage facility.

32. (canceled)

33. The system of claim 30, wherein the retrieving product information relating to the new component includes retrieving product alerts, validation of the product's maintenance level, current message translation tables, and diagnostic information.

34. The system of claim 33, wherein the message translation tables include at least one of:

- a warning flag;
- error symptom strings;
- expanded text or display; and
- a wizard.

35. The system of claim 34, wherein the warning flag indicates at least one of:

- an existing event or situation is recoverable;
- a diagnosis exists for a given error string; and
- a wizard is available for a given event.

36. The system of claim 34, wherein the error symptom strings contain at least one of a program name, a failure code, routine name, and offsets.

37. The system of claim 34, wherein the expanded text or display include explanations of an event or condition.

38. The system of claim 30, wherein the verifying requirements and compatibility include verifying existing system resources for the workstation.

39. The system of claim 30, wherein the configuring includes tuning existing installed components of the workstation, the tuning operable for adjusting a component to operate efficiently in its system environment.

40. The system of claim 39, wherein the tuning is triggered upon an occurrence of an abnormal event.

41. The system of claim 30, wherein the consolidated monitoring tool further performs diagnostics, the diagnostics performed by:

- retrieving a detailed description of an error encountered by the workstation; and
- presenting the detailed description to the workstation.

42. The system of claim 41, wherein the consolidated monitoring tool performs the diagnostics via:

- retrieving a list of action items from the database, the action items including at least one of a suggested configuration, tuning, and system upgrade; and
- presenting the list to the workstation.

43. (canceled)

44. The system of claim 41, further comprising:

- upon encountering a severe error, the consolidated monitoring tool performs:
 - providing a detailed explanation of the severe error;
 - providing an explanation of a recovery plan underway to correct the severe error; and
 - connecting to the vendor system web site for assistance.

45. A method for managing computer system performance, comprising:

querying a workstation for an inventory of existing installed components in response to installing a new component on the workstation, the existing installed components including at least one of software, hardware device, system upgrade, and a peripheral device;

acquiring vendor contact information for the new component;

building a database of information acquired in response to the querying, the database of information including product information relating to the existing installed components, the product information including a product name, current release level, current maintenance level, and a web site address for each vendor system associated with the existing installed components;

connecting to a web site for a vendor associated with the new component via a communications link;

retrieving product information relating to the new component from the web site;

verifying requirements and compatibility of the new component against the existing installed components based upon results of the retrieving and the product information relating to the existing installed components; and

determining an optimum configuration for the workstation based upon the verifying, and configuring the workstation in accordance with the optimum configuration.

46. (canceled)

47. (canceled)

48. (canceled)

49. (canceled)

50. (canceled)